

# ROLE DESCRIPTION AND PERSON SPECIFICATION

**Role Title:** Front of House Team Member

**Role Objective:** To assist the Front of House Manager in coordinating Front of House tasks including ticket and merchandise sales, accreditation and coach pass collection and providing general information to athletes and spectators.

## KEY RESPONSIBILITIES

- Providing support to the Front of House Manager
- Meeting and greeting accredited personnel including Athletes, Coaches, Staff & Guests
- Issue accreditation pouches, lanyards and replacement accreditation passes
- Selling Aquatics GB merchandise
- Assisting with competition related queries and venue directions
- Distributing Volunteer kit
- Providing information and directions to key areas such as the correct venue entrances for each client group
- Creating a positive atmosphere ensuring spectators are excited for the session
- Comply with all policies and procedures set down by the organisation and in particular those relating to Diversity, Equity, Inclusion and Sustainability

## Person Specification

Essential	Desirable
<ul style="list-style-type: none"> <li>• Friendly approach</li> </ul>	<ul style="list-style-type: none"> <li>• Sport knowledge and willingness to learn more</li> </ul>
<ul style="list-style-type: none"> <li>• Reliable and detailed orientated</li> </ul>	
<ul style="list-style-type: none"> <li>• Ability to work in a team</li> </ul>	
<ul style="list-style-type: none"> <li>• Good communication skills</li> </ul>	

